

**CALIFORNIA TECHNOLOGY AGENCY**

Public Safety Communications Office  
CA 9-1-1 Emergency Communications Division  
601 Sequoia Pacific Boulevard  
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Date: June 6, 2013

CA 9-1-1 Division Notice: 2013-02  
Expiration: When Superseded or Rescinded

To: ALL 9-1-1 COUNTY COORDINATORS  
ALL PUBLIC SAFETY ANSWERING POINT MANAGERS

Subject: **REVISION TO THE CALIFORNIA 9-1-1 OPERATIONS MANUAL - TRAINING POLICIES**

In 2012, the California 9-1-1 Emergency Communications Division (CA 9-1-1 Division) conducted a review of the State's current 9-1-1 policy and practices to align with existing state law. On April 17, 2013 the 9-1-1 proposed policy and practice changes were presented to and voted on by the State 9-1-1 Advisory Board. One of the State 9-1-1 Advisory Board approved changes was to provide Public Safety Answering Points (PSAPs) and the 9-1-1 County Coordinators with an annual training allotment of \$3,000 and sunset the California National Emergency Number Association allotment.

Effective July 1, 2013, the 9-1-1 Operations Manual, Chapter III Funding, Agency 9-1-1 Expenses Funding Policy, 9-1-1 Related Activities Expenses Eligible for Reimbursement, pages III.4 and III.5 will change. Enclosed is the Final Draft of the specific section of the 9-1-1 Operations Manual that reflects the revisions to the policies to this section. The revisions will be incorporated into the 9-1-1 Operations Manual when the entire Manual is updated and published at a future date. Until then, this notice and enclosures will supersede the current policy outlined in the 9-1-1 Operations Manual that can be found at: <http://www.cio.ca.gov/PSCO/911/pdf/Chapter3.pdf>.

The CA 9-1-1 Division will issue separate notices related to the effective dates and details of the 9-1-1 policy and practice changes to ensure all 9-1-1 County Coordinators and all PSAP Managers are informed. The notices will also be posted on our web-site. Please direct all questions to the CA 9-1-1 Division Consultant, (assigned to your respective county) by referencing the CA 9-1-1 Division Contact List that is posted at <http://www.cio.ca.gov/PSCO/Directory/CA 9-1-1 Division Contact List.pdf>.

Sincerely,

A handwritten signature in cursive script that reads 'Monica McGrath'.

Monica McGrath, Manager  
Business Management Section  
California 9-1-1 Emergency Communications Division

Enclosure

cc: Karen Wong, Director, Public Safety Communications Office  
State 9-1-1 Advisory Board Members  
California 9-1-1 Emergency Communications Division Staff

## **AGENCY 9-1-1 EXPENSES FUNDING POLICY**

With changing technology, new legislation, and an ongoing effort by all agencies for continued improvement to California's 9-1-1 network, the California 9-1-1 Division (CA 9-1-1 Division) recognizes that 9-1-1 County Coordinators, 9-1-1 Regional Coordinators, and PSAPs dedicate considerable resources to support effective response to 9-1-1 callers in their community. It is the policy of the CA 9-1-1 Division to reimburse for documented costs directly associated with this effort.

Reimbursement requests that require pre-approval shall be submitted to the CA 9-1-1 Division. The CA 9-1-1 Division may issue a notice and post on our web-site when pre-approval can be applied statewide.

### **9-1-1 Related Activities Eligible For Reimbursement**

The following are activities that may be approved for reimbursement. Activities that require pre-approval by the CA 9-1-1 Division before the expense is incurred are noted. Agencies may request reimbursement for these expenses by following the reimbursement claim process provided at the end of this chapter.

- A. 9-1-1 County Coordinator and 9-1-1 Regional Coordinator efforts related to coordination of ESN assignments for 9-1-1 call delivery as detailed in Chapter VIII of this manual are reimbursable.
- B. 9-1-1 County Coordinator and 9-1-1 Regional Coordinator efforts related to coordination of 9-1-1 related activities to PSAPs as detailed in Chapter VIII of this manual are reimbursable.

NOTE for A & B: Reimbursement for **contracted services**, in lieu of reimbursement for the 9-1-1 County Coordinator's performance of these activities and 9-1-1 Regional Coordinator's performance of these activities, **requires prior written approval from the CA 9-1-1 Division**. The agency shall use their local procurement process when selecting a provider to perform 9-1-1 Coordinator activities. The request for prior approval shall include a cover letter on agency letterhead and a copy of the entire contractor's bid. The proposed contract and/or the request letter must provide a description of 9-1-1 activities to be performed and the objectives that must be met by the contractor. The CA 9-1-1 Division will review the request and respond in writing to the requesting agency with a COMMITMENT TO FUND (TD-288) form identifying contracted services eligible for reimbursement from the CA 9-1-1 Division. Once reimbursement for a contractor is approved, agencies may request reimbursement for these expenses by following the reimbursement claim process provided at the end of this chapter.

- C. 9-1-1 system certified upgrade or replacement - time spent on activities related to the procurement of 9-1-1 customer premise equipment (CPE) that has been approved for funding by the CA 9-1-1 Division.
- D. DELETED

- E. Special meetings/projects/training (PRE-APPROVAL REQUIRED) - time spent to travel to/from location and documented attendance at an advisory or project meeting or training requested by the CA 9-1-1 Division. Documentation including a dated meeting agenda and a sign-in sheet showing the signatures of attendees must be provided to confirm attendance.
- F. Countywide PSAP Manager's meeting (PRE-APPROVAL REQUIRED) - time spent to travel to/from the meeting location and documented attendance. Documentation including a dated meeting agenda on agency letterhead and a sign-in sheet showing the signatures of attendees must be provided to confirm attendance.
- G. DELETED
- H. Wireless Related Activities – All activities associated with deployment of wireless E9-1-1, including, but not limited to: wireless routing, meetings, database, scheduling, testing, cutovers, and escalations.
- I. Annual Training Allotment (ATA) (PRE-APPROVAL REQUIRED) - Each PSAP and the 9-1-1 County Coordinators may be reimbursed up to \$3,000 per state fiscal year (July 1 through June 30) for specifically defined 9-1-1 related training that is held within the State of California within that fiscal year. The unspent Annual Training Allotment balance cannot be applied to the next fiscal year. The CA 9-1-1 Division will issue advance notification of pre-approved specifically defined 9-1-1 related training. If notification of a specifically 9-1-1 related training is not published and posted on the CA 9-1-1 Division website, then pre-approval by the CA 9-1-1 Division will be required.